

DOIT MASTER AGREEMENT NUMBER:

B-03-006

DOIT APPROVAL DATE:

10/1/2003

**VENDOR NAME: SBC SNET****FEIN: 06-054-26-46****SERVICE/PRODUCT NAME: Local Exchange Service: Centrex ISDN (1B+D)- DCOSS ISDN, CentralLink 2100/3100 Custom ISDN****SERVICE/PRODUCT DESCRIPTION:**Centrex ISDN (1B+D)

Centrex is an office telecommunications switching system for businesses that uses a separate dedicated line between each telephone at your premises and the switching equipment at the SBC SNET central office. Station lines may be either analog or digital (using ISDN technology).

The SBC SNET central office switching equipment provides all of the Centrex functionality, such as routing and connecting internal station to station calls, directing incoming phone calls to the appropriate station, handling direct dialing of outbound calls, and providing a wide variety of PBX-like service features. Unlike a PBX, however, Centrex provides full, unimpeded access to the public network to every station line. And, as an integral part of SBC SNET's network, Centrex service takes advantage of extensive central processor capability and distributed processor technology that minimizes down time and constant technological upgrades.

SBC SNET's Centrex offerings include ISDN (1B+D) Service under Dedicated Central Office Switched Service (DCOSS), CentralLink 2100 and CentralLink 3100. As part of our Centrex Services, we also provide centralized voice mail under GEM Mail service. For additional feature information please refer to the Product Schedule for Local Exchange Service: Centrex Service.

**SERVICE LEVELS:****Installation Intervals**

Less than 10 lines = 9 business days

10 or more lines = Individual Case Basis

**Routine Repair Intervals**

Response time = Less than 1 hour

Repair Resolution time = 5 hours or less

**Repair Service Level Definitions:**

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem. It is calculated during a measurement period as an average time (expressed in hours and minutes of the Repair Response intervals) for all problems related to a particular network service for the State's entire network.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State. It is calculated during a measurement period and is expressed as an average time (expressed in hours and minutes of the Repair Resolution intervals) for all problems of a particular network service for the State's entire network.

**SERVICE AVAILABILITY/LIMITATIONS:****SERVICE AVAILABILITY**

See Service Availability spreadsheet

**LIMITATIONS**

1. Centex ISDN quoted under DCOSS is Custom ISDN used for voice applications only. 1B+D uses 1 station number per pipe.

**Service Disconnection / Reference of Calls**

1. There is no charge for reference of calls for the disconnect of the main listed number. This applies to local exchange, DID, CentralLink and DCOSS accounts.
2. Under DCOSS, a customized spare number intercept is set up in the Central Office at no charge as the default for DCOSS stations not in use.
3. Reference of Calls on individual DID numbers is chargeable under a Special Network request. Under this arrangement, the standard interval for reference of calls is currently three months.

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SERVICE NAME: Local Exchange Service: Centrex ISDN (1B+D) - DCOSS ISDN, CentraLink 2100/3100 Custom ISDN									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost*	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	08/14/03	10/01/03	1	XU8	DCOSS ISDN Station Line 1B+D (1sta per pipe)	line	\$125.00	\$125.00	\$10.75
Add	08/14/03		2	VVMGX	DCOSS Voice Mail Box: GEM Mail	box	\$10.00	\$10.00	\$5.50
Add	08/14/03		3	R25	DCOSS Telephone Numbers (active or reserved)	TN	\$0.00	\$0.00	\$0.46
Add	08/14/03		4	DGD	DCOSS Telephone Numbers (active or reserved-bulked TNs)	acct	\$0.00	\$0.00	\$0.46
Add	08/14/03		5	TRXDD	DID DCOSS Trunking (10 stations:1 trunk): Incoming CentaLink 1100 Class 5	trunk	\$116.79	\$116.79	\$39.75
Add	08/14/03		6	TRXOD	DOD DCOSS Trunking (10 stations:1 trunk) Outgoing CentraLink 1100 Class 5	trunk	\$60.00	\$60.00	\$27.00
Add	08/14/03		7	9ZR	DCOSS -Federal Subscriber Line Charge	trunk	\$0.00	\$0.00	\$6.88
Add	08/14/03		8	WZZSA	CentraLink 2100/3100 Custom ISDN Svc Pkg 1 (1B+D packet) CSV on 1 B ch and signal on D	pipe	\$125.00	\$125.00	\$18.00
Add	08/14/03		9	WZZSB	CentraLink 2100/3100 Custom ISDN Svc Pkg 2 (1B+D packet) CSV on 1 B ch and packet sw and signal on D	pipe	\$200.00	\$200.00	\$21.00
Add	08/14/03		10	WZZSJ	CentraLink 2100/3100 Custom ISDN: Svc Pkg 9 - Sec Dir Tn term on diff device for EKTS	line	\$25.00	\$25.00	\$5.00
Add	08/14/03		11	WZZS1	CentraLink 2100/3100 Custom ISDN: Svc Pkg 10 C.O. Loop extended to non equipped C.O. same exchange	pipe	\$300.00	\$300.00	\$100.00
					(CentraLink 2100, 3100 Custom ISDN costs apply to the pipe and are in addition to the normal station rates)				
					* NRC applies to new SNET services only				